

June 23, 2022

DEFECT INFORMATION REPORT

1. Vehicle Manufacturer Name:

Toyota Motor Corporation ["TMC"]
1, Toyota-cho, Toyota-city, Aichi-pref., 471-8571, Japan

Affiliated U.S. Sales Company:

Toyota Motor North America, Inc. ["TMNA"]
6565 Headquarters Drive, Plano, TX 75024

Subaru of America, Inc. ["SOA"]
One Subaru Drive, Camden, NJ 08103

Supplier Information: To be provided.

Country of Origin: To be provided.

2. Identification of Involved Vehicles and Affected Components:

Based on production records, we have determined the involved vehicle population as in the table below.

Make/Car Line	Model Year	Manufacturer	Production Period
Toyota/bZ4X	2023	TMC	March 30, 2022 through April 21, 2022
Subaru/SOLTERRA			March 30, 2022 through June 3, 2022

Applicability	Part Number	Part Name	Component Description
To be provided			

Note: (1) Although the involved vehicles are within the above production period range, not all vehicles in this range were sold in the U.S.

3. Total Number of Vehicles Potentially Involved:

bZ4X : 258
 Solterra : 403
 Total : 661

4. Percentage of Vehicles Estimated to Actually Contain the Defect:

Toyota is unable to estimate the percentage of the involved vehicles to contain the defect. As described in Section 5, the cause of this issue is still under investigation. However, as the NHTSA manufacturer portal requires an integer value be entered, Toyota has entered the value “1” in response to this question in the portal. For the purpose of this report, “1” means “unknown”.

5. Description of Problem:

The subject vehicles are equipped with wheels attached to the vehicle with hub bolts. After low-mileage use, all of the hub bolts on a wheel can loosen to the point where the wheel can detach from the vehicle. The cause of the issue and the driving patterns under which this issue could occur are still under investigation. If a wheel detaches from the vehicle while driving, it could result in a loss of vehicle control, increasing the risk of a crash.

6. Chronology of Principal Events:

Mid-May 2022 – Late June 2022

Toyota received a field technical report from the Taiwan market indicating separation of the front left wheel from the vehicle. Toyota recovered the wheels and hub bolts from this vehicle for investigation.

Toyota then received two field technical reports from the U.S. market. One of the reports indicated loose hub bolts of the front left wheel and the other indicated a separation of the front left wheel from the vehicle. Toyota reviewed the production process at the vehicle assembly plant and did not identify any abnormalities on the hub bolt tightening history of these three vehicles. Toyota also reviewed the assembly process of the wheel and hub bolts at the assembly plant and did not identify any abnormalities. In addition, although damage was observed on the wheel recovered from the vehicle in the Taiwan market, the damage was believed to be a result of the wheel separating from the vehicle and the cause of the loosening of the hub bolts was not able to be identified. Toyota continued to investigate and conducted a driving test using mass production wheels and hub bolts that were tightened to specification. The testing showed that the hub bolts loosened under certain severe driving patterns.

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While the cause of the issue and the driving patterns under which this issue could occur are still under investigation, the current information indicates that all of the hub bolts on a wheel on the subject vehicles can loosen to the point where the wheel can detach from the vehicle after low-mileage use. Thus, Toyota decided to conduct a voluntary safety recall campaign and will instruct the owners of the subject vehicles not to drive their vehicles. Toyota will continue to investigate the issue and develop a remedy.

As of June 18, 2022, based on a diligent review of records, Toyota's best engineering judgment is that there are two Toyota Field Technical Reports (received between June 3, 2022 and June 8, 2022) and zero warranty claims that have been received from U.S. sources that relate or may relate to this condition and which were considered in the decision to submit this report.

7. Description of Corrective Repair Action:

All known owners of the subject Toyota bZ4X vehicles will be notified by first class mail and instructed not to drive their vehicles. Owners will also be informed that Toyota's investigation is ongoing and that they will be contacted when further information is available.

Subaru has informed Toyota that no Solterra vehicles have been sold to dealers or retail purchasers.

Reimbursement Plan for pre-notification remedies for Toyota bZ4X vehicles

As the owner notification letters will be mailed out well within the active period of the Toyota New Vehicle Limited Warranty ("Warranty"), all involved vehicle owners for this recall would have been provided a repair at no cost under Toyota's Warranty.

8. Recall Schedule:

Toyota will notify bZ4X owners about this issue through a number of communication channels, including email, phone calls, and first-class mail. Toyota will begin notifying customers on June 23, 2022. The owner letter required by 49 CFR Part 577 will be sent by August 22, 2022. A copy of the draft owner letter will be submitted as soon as it is available.

Subaru has informed Toyota that no Solterra vehicles have been sold to dealers or retail purchasers.

9. Distributor/Dealer Notification Schedule:

Notifications to Toyota distributors/dealers will be sent by June 23, 2022. Copies of dealer communications will be submitted as they are issued.

Subaru has informed Toyota that no Solterra vehicles have been sold to dealers or retail purchasers. Notifications to Subaru distributors will be sent by June 23, 2022. Copies of communications will be submitted as they are issued.

10. Manufacturer's Campaign Number:

Toyota bZ4X : 22TB06[Interim] / 22TA06[Remedy]
Subaru Solterra : WRD-22